



VA NATIONAL CENTER ON HOMELESSNESS

"...promoting data-driven, evidence-based services for Veterans who are homeless or at risk for homelessness."

Community Resource and Referral Centers (CRRCs)

Purpose: The purpose of CRRCs is to provide "one stop" outreach services to homeless Veterans from community-based store front service centers. The CRRCs are established in collaboration with local community, state, and other federal partners who provide services to the homeless.

Background: As part of an enhanced VA effort to expand outreach services, the Center tested this new model of community-based outreach at strategically selected urban sites in FY 2012. In 2012, 15 centers were opened to facilitate access to homeless services, such as outreach/case management, VA and non-VA benefits, vocational services, treatment, shelter, residential care, and housing. Immediate services include showers, laundry, storage, food donations, transportation, and phone and internet access. Early evaluation of the program led to a decision to expand the program to 14 additional sites the following year.

Program Data: There are currently CRRCs in the following locations:

New York, NY	Philadelphia, PA	Washington, DC	Atlanta, GA
Detroit, MI	Cleveland, OH	Akron, OH	Detroit, MI
Chicago, IL	Des Moines, IL	Phoenix, AZ	Denver, CO
Portland, OR	San Francisco, CA	Las Vegas, NV	Omaha, NE
West Haven, CT	Houston, TX	Ft. Worth, TX	Puget Sound, WA
Long Beach, CA	Baltimore, MD	Charleston, SC	Jacksonville, FL
Huntington, WV	Minneapolis, MN	Milwaukee, WI	Dallas, TX
Cedar Rapids, IA			

CRRCs nationally served 24,976 Veterans through the end of FY 2015. Of those served, 76 percent were male and 7% were female. More than 60% were 55 years or older; 43 percent reported that they were literally homeless and 18 percent reported homeless periods of at least six months to over two years.

FY Milestones Achieved: The following milestones were achieved in FY 2015:

- All sites became fully operational in community-based store front centers
- Management of the program transitioned to VHA Homeless Programs, Clinical Operations and national program coordinator was hired
- The Center continued to provide support for monthly technical assistance calls in collaboration with the new Homeless Program Office manager.

Next FY Goals: The FY 2016 goals for the program are as follows:

- Provide technical assistance through monthly conference calls and individual site telephone consultation as necessary.
- Refine site data collection instrument and program performance analysis
- Conduct evaluation of the effectiveness of this service model including cost effectiveness of the model

Program Contact Information; if sites are interested in developing CRRCs they should contact

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